

CITY OF WEST LINN

JOB DESCRIPTION

Job Title: INFORMATION TECHNOLOGY (IT) MANAGER

Department: Information Technology	FLSA Status: Exempt
Employee Group: Management and Confidential	Salary Grade: 25
FTE Status: Full Time	Date: December 2022

General Functions:

Under the highly independent supervision of the Deputy City Manager, position performs complex staff assistance to a variety of City departments and manages all IT staff. Plans, designs, organizes and manages activities necessary for the efficient, reliable, and on-going evolution of the City's technology information systems. Supports the overall organization mission through business processes improvement and data driven outcomes. Represents the City of West Linn in the local government community as an IT thought leader and partner.

Duties and Responsibilities:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Manages, directs and supports the work responsible for the following: client environment, service desk, server platforms, storage, all levels of the integrated network, the network security environment, audio and video services, applications, databases, website design and development, information security, compliance, discover, disaster recovery, continuity of operations and cloud services.
2. Leads IT planning to achieve City goals by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future information systems.
3. Advises City leadership on strategic system implementations, conversions, and integrations in alignment with and in support of business goals and objectives. Serves on planning and policy-making committees.
4. Works with City leadership to establish city-wide systems architecture and standards. Implements and maintains the City's application portfolio.

5. Seeks out opportunities for appropriate and cost-effective investments in information systems and resources, including staffing, sourcing, and purchasing.
6. Develops, tracks, and controls IT annual operating and capital budgets. Works with stakeholders to develop business case justifications and cost/benefit analyses for IT spending and initiatives.
7. Manages development, review, certification and execution of back-up and enterprise-wide disaster recovery procedures and plans. Manages the information and data integrity of the city and its departments. Ensures the security of all City information systems, communication lines, and equipment.
8. Continually identifies emerging information technologies to be assimilated, integrated, and introduced within the city. Evaluates new computing technologies, determines feasibility of system enhancements, and make recommendations to determine potential value for the city. Assesses and communicates risks associated with IT investments.
9. Reviews and negotiates IT hardware, software, and services acquisition and maintenance contracts and manages relationships with key vendors.
10. Prepares RFPs, bid proposals, contracts, scope of work reports, and other documentation for projects and associated efforts.
11. Keeps current with trends and issues in the IT industry, including current technologies and costs. Advises, counsels, and educates City leadership on their competitive or financial impact.
12. Participates in the appointment of personnel, provides or coordinates staff training, and formulates learning and improvement plans; disciplines employees, and recommends personnel actions.

SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered.)

Education and Experience:

- Bachelor's Degree in Information Technology, Computer Science, or a related degree program from an accredited institution of higher education; **AND** seven (7) years of work experience in a complex enterprise computing environment that includes at least two (2) years of work experience in a supervisory or lead role; **OR**
- An Associate Degree in Information Technology, Computer Science, or a related degree program from an accredited institution of higher education; **AND** nine (9) years of work experience in a complex enterprise computing environment that

- includes at least two (2) years of work experience in a supervisory or lead role; **OR**
- High School Diploma/GED; **AND** eleven (11) years of work experience in a complex enterprise computing environment that includes at least two (2) years of work experience in a supervisory or lead role; **OR**
- Any satisfactory combination of education, experience, and training, which ensures the ability to perform and work, as determined by the hiring authority, may be substituted for minimum listed requirements.

Preferred Qualifications/Certifications:

- Experience in a public sector organization, particularly local or state government.
- Substantial exposure to enterprise software applications used in local government, such as finance, human resources, work and asset management, police operations, library operations, document management and/or business intelligence.
- Experience selecting and implementing SaaS cloud applications including migrating from on-premises to SaaS.
- Ability to manage the entire spectrum of information technology operations, with demonstrated experience conceiving, deploying, and managing wide-ranging technology projects and teams.
- Experience in managing business change initiatives and the application of organizational change management techniques.

Knowledge, Skills and Abilities:

Knowledge of:

- Budgeting, contract negotiations and government purchasing.
- Principles, practices, and procedures of the support and security of enterprise IT, including development, implementation and support of infrastructure, security, applications, and/or client services and associated architecture and design.
- Enterprise IT architecture, governance, strategic planning, and road map generation.
- Trends in software, hardware, information security, and cloud.
- Software, hardware, information security, and/or cloud configuration and operational best practices.
- Methods used in contracting for services and performance monitoring.

- Methods used to effectively manage, train, and evaluate professional technical staff.
- Statistical data analysis collection and reporting.

Ability to:

- Plan, organize and supervise technical support functions and activities of similar scope to the position.
- Supervise, train, and evaluate professional and support staff in a high-performing team environment.
- Communicate complex technical needs and requirements, both orally and in writing.
- Establish and maintain cooperative working relationships with individuals, from diverse groups and backgrounds, including members of the public and coworkers.

Supervision:

Received: Works under direction of the Deputy City Manager.

Exercised: Supervises staff in the Information Technology Department. Including prioritizing and developing work plans, evaluating staff performance, monitoring progress on projects. Makes hiring and termination recommendations. Provides general guidance to others regarding City policies and procedures in the area of customer and technology services.

Working Conditions:

This position requires a normal business hour work schedule, which includes frequent time outside normal office hours. Attends nightly meetings, as required.

This position functions in an office environment with light lifting and carrying. Physical capability involves use of office or equipment where some agility and hand eye coordination is needed.

Information Technology Manager

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The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date